

# **Texas Department of Transportation**

VEHICLE TITLES AND REGISTRATION DIVISION • AUSTIN, TEXAS 78779-0001 • (512) 465-7611

March 21, 2000

## **Registration and Title Bulletin # 25-00**

To: All County Tax Assessor-Collectors

Subject: Customer Service Delivery Expectations

### **PURPOSE**

To provide the county tax offices and the public with revised customer service delivery expectations.


### **DETAILS**

The Customer Service Delivery Expectations chart has been revised to include the "Title Only" and Certificates of Authority services provided by the division. Also, other delivery expectations have changed. The attached chart replaces RTB #46-99.

### **VTR CONTACT PERSONS**

If you have any questions concerning this bulletin, please contact your local TxDOT Vehicle Titles and Registration Division Regional Office. Thank you.

Sincerely,

  
for Jerry L. Dike, Director  
Vehicle Titles and  
Registration Division

Attachment

cc: Department of Public Safety  
TxDOT Public Information Office

## Customer Service Delivery Expectations (External)

Category	Service Provided	Delivery Expectation*
Title	Original Texas Certificate of Title	Mailed within five days
Title	Negotiable Certificate of Title w/out Registration (Title Only)	Mailed within five days
Title	Certified Copy of Original Title	1)VTR Headquarters – mailed within five days 2)Regional Office – same day service if owner, lienholder, or agent (mailed after 4-business day mandatory hold if not)
Title	Salvage Certificates of Title/Nonrepairable Certificates of Title (including Duplicates)	Mailed within five days
Certificate	1)Salvage Certificate 2)Duplicate Salvage Certificate 3)Certificate of Authority (COA)	1)Mailed within two weeks 2)Headquarters – mailed within one week Regional Office (mailed) – mailed within 48 hours Regional Office (walk-in) – same day 3)Application processed within 2 days; COA mailed within 2 days of receiving confirmation of proper notifications
Registration	Registration Renewal Notice	Received by customer 30 days prior to registration expiration
Registration	Reprinting of Registration Renewal Notices	Mailed within three days
Special Plates	Title and Plates Issued for Exempt Vehicles	Mailed within five days
Special Plates	Special Plates	Process application within 72 hours; plate delivered to county within two weeks
Special Plates	Registration renewals to Special Plate holders	Received by customer 60 days prior to registration expiration
IRP	Apportioned Registration Renewal-Billing Notice	Mailed within one week
IRP	IRP Money Distributed to Other States	Transmitted within 45 days
Apportioned	Apportioned Supplement (Regional Offices)	Within 24 hours
Apportioned	Apportioned Registration (Opening Account)	Within 24 hours
General	Title Histories	Mailed within one week
General	Texas "SAMPLE" plate	Mailed within five days
General	Responses to Motor Vehicle Correspondence (written, Email)	Mailed within five days
General	Vehicle Transfer Notations and Address Changes	Updated within five days
General	Salvage Vehicle Dealer License	Mailed within seven days

\*Time after TxDOT notified

## Customer Service Delivery Expectations (Internal)

Category	Service Provided	Delivery Expectation
Title	Microfilming Titles and surrendered evidence	Available four weeks from date of title
Title	Imaging Form 34s	Accessible one week from date of vendor receipt
General	Imaging Salvage documents	Accessible one week from date of vendor receipt
General	Registration and Title Bulletins (RTB)	Mailed within 24 hours
RTS	Response/retrieval time for 90 percent of RTS activities when "enter" key hit	Within three seconds
RTS	a) Daily/Weekly Mainframe Reports b) Reprint/Fax of Daily/Weekly Mainframe Reports	a) 7:00 AM daily b) Within 2 hours* * 5 largest counties – fax will occur during evening of same day
RTS	Response time for on-site repair of Hardware/Equipment	• Technician to be on-site within 4 hrs * • Equipment repaired/replaced within 8 hrs* of technician arrival *8 hours=1business day. Technician contacted before noon will arrive within 4 hours. Technician contacted after noon will arrive NLT 8:00 AM next day.
RTS	Response time for RTS Equipment Move	Office Closing/Remodeling - 30 days Office Location Change - 90 days Additional (new) Location - 180 days
General	Supply Orders (Forms, License Plates etc.)	Delivered to county within two weeks

(Rev. 3/00)